

POSITION DESCRIPTION

IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

1. Position No. 011173	2. Cert / Reclass Request No.	3. Agency No. 433
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4. NAME OF EMPLOYEE Vacant	5. DEPARTMENT, UNIT, WORK ADDRESS DCF DMS/Bureau of Finance/ Collections Unit 201 East Washington Ave. Madison WI 53703
6. CLASSIFICATION TITLE OF POSITION Collections Specialist	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Jenice Anderson, Collection Specialist
9. AGENCY WORKING TITLE OF POSITION	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Morris Danielson, Collections Specialist
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Fay Simonini, Financial Management Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).	
14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:	

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME % GOALS AND WORKER ACTIVITIES (Continue on attached sheets)

SEE ATTACHED

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See instructions on Page 2.)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT ☐ CERT REQUEST COPY

POSITION SUMMARY

Under the general supervision of the Collections Section Supervisor, this position is responsible for the collection of public assistance debt, including determining and initiating legal action. This position requires extensive knowledge of chapter 49 Wisconsin Statutes, legal precedent, lien priority law, execution and exemption law, Federal bankruptcy law and state insolvency law. This position is also responsible for the general maintenance of the Central Recoveries Enhanced System (CRES) and assists with collection reports and overpayments as they pertain to the collection methods implemented. Collection methods include liens, levies, compel actions and tax intercept collection. This position provides customer service, both verbal and written, to clients with benefit over-issuances.

TIME % GOALS AND WORKER ACTIVITIES

25% A. Gather and evaluate data to locate debtors and implement the most effective collection method.

- A1. Conduct extensive investigation to locate debtors, their assets, real and personal property (i.e. vehicles, bank accounts, wages or other seizable assets) and cooperate with other regulatory agencies-(Dept. of Transportation, Dept. of Justice, Dept. of Revenue, postal service, Internal Revenue Service, police depts.)
- A2. Locate employers and/or responsible officers through the use of skip tracing techniques. Examine telephone records and directories and other governmental agency records. Identify new address information using Department of Motor Vehicles data, telephone directories, field collector, benefit claim screens, new hire data and out of state wage information. Locate individuals with Public Assistance debt using credit bureau data, Wisconsin Circuit Court Automation Program (CCAP), and internet search engines.
- A3. Make informed decision of most effective collection method. Decide course of appropriate action to continue collection actions. Initiate appropriate correspondence, approve installment arrangements and notify employers of impending legal action. Explain technical aspects of Wisconsin statutes, administrative code and department policy to clients, their representatives or public officials. Evaluate the impact of the collection activities taken. Understand the procedures and impacts on the client and agency partners.
- A4. Analyze and evaluate cases for legal action to determine debtor's liability, correct legal identity of debtor, absence of legal bars to collection and whether further data is necessary.
- A5. Ensure the initial determinations have been issued, verify that the amount due is accurate and that the appeal period has expired.
- A6. Record the details of the collection action taken in the account history.
- A7. Coordinate with other tax agencies through mutual collection of debts or negotiation of an equitable division of debtor assets. Understand lien preference and existing agreements with Internal Revenue Service (IRS) and Wisconsin Department of Revenue (DOR).

30 % B. Initiate legal action when appropriate.

- B1. Seize assets in the hands of a third party through the use of levy action. Negotiate release and partial releases.
- B2. Respond to inquiries from third parties, debtors and others regarding the departments levy authority and what assets are included in the levy action.
- B3. Prepare documents necessary to compel payment. Respond to inquiries from third parties.
- B4. Prepare warrant (judgment lien) for Public Assistance debt, determining appropriate location, monetary value and proper notification to debtor.
- B5. Provide accurate pay out amounts on these liens to debtors, attorneys, financial institutions, realtors and others. -.

- B6. Prepare proper legal documents to dispose of action, including affidavits and orders, dismissal orders, release of garnishee, and/or release of liens.
- B7. Make recommendations for the execution of warrants through sheriff's department to seize debtor's property for satisfaction of debt. Advise agent on course of action, debtor's assets and/or resolution of liability with payment alternatives.

15% C. Initiate and Process Lien and Levy Releases.

- C1. Respond to inquiries regarding payouts necessary to authorize the department's clearance (total release) of real estate transactions involving debtor's property. Compute liability and satisfaction costs. Negotiate payment and method of payment.
- C2. For issues involving partial releases, subordination or subjugation of liens, collect data, review documents and recommend decision to the unit supervisor. Review decision and implement payments and releases according to Department policy.
- C3. Determine what actions can continue under bankruptcy and ensure all demands for collection have halted under the stay. Analyze the impact of bankruptcy and determine when appropriate to assess and prepare personal liability. Process any levy releases according to the stay provisions. Review for discharge and collect on any debt remaining on the account.

20% D. Recovery of delinquent public assistance debt through non-legal action.

- D1. Receive incoming calls telephone calls from clients about their account history and collection method(s) taken. Provide customer service.
- D2. Collect, adjust and explain account liability. Resolve issues with clients and answer general information inquires on public assistance collection law and specific inquiries on account history and applications. Handle telephone or written inquiries and problems. Respond in writing to letters requiring complex interpretive answers and compose and forward letters of transmittal and acknowledgment.
- D3. Research and evaluate client accounts with local agency information and contact. Sort through overpayment begin balances and ensure that all repayments are applied appropriately.
- D4. Maintain an effective review system to monitor accounts, based on the collection method(s) taken.
- D5. Provide technical assistance and consultative services to staff, management and local maintenance agencies. Respond to local agencies concerning policies and procedure of collection methods implemented.
- D6. When necessary, issue appealable initial determinations to ensure accuracy, appropriateness and support of liability due. Help the debtor understand appeal rights and the appeal process.

10% E. Provide technical assistance to staff and to debtors and the public.

- E1. Respond to requests for information regarding federal regulations, state or federal program requirements, reporting requirements, and other administrative service needs.
- E2. Provide technical assistance in the interpretation of federal and state regulations, policies and procedures regarding the Public Assistance program's lien and levy process.
- E3. Assist other staff and employers with interpretation and program analysis, identify technical assistance and training needs.
- E4. Read and interpret complex legal documents, understand their outcome and ensure that the correct adjustments are processed and explained to the debtor.
- E5. Identify account errors, track the events that led up to the error, and properly correct the error.
- E6. Negotiate with debtors, often in hostile situations.

- E7. Explain and interpret complex law in simple terms.
- E8. Present verbal reports and recommendations to collection section supervisor.
- E9. Prepare and provide business letters ensuring accuracy in the use of grammar, punctuation, and composition styles.
- E10. Lead internal and external workgroups and teams to assist in effective communication of programs and services.
- E11. Assist in the development of planning guidelines and operations policies and procedures to ensure coordinated delivery service.
- E12. Prepare materials and make presentations concerning lien and levy processes.
- E13. Provide direction and consultation to teams and staff on unit guidelines and requirements.

Knowledge, Skills and Abilities

- 1. Knowledge of Wisconsin Public assistance collection policies, practices, procedures and laws.
- 2. Knowledge of collection practices and techniques to include tax intercept small claims garnishments and legal actions.
- 3. Knowledge of bankruptcy laws, policies, practices and procedures.
- 4. Ability to use word processing software such as Microsoft Word, spreadsheet software such as Microsoft Excel, and database software such as Microsoft Access.
- 5. Knowledge of the unit's automated computer system and the Department of Transportation computer system.
- 6. Ability to effectively handle confrontational situations dealing with debtors or their representatives by phone or in written communications.
- 7. Skill in conflict resolution and negotiation.
- 8. Ability to organize and prioritize multiple tasks.
- 9. Effective interpersonal and analytical skills.
- 10. Ability to establish and maintain effective working relationships with supervisor, co-workers, local agency personnel and the public.
- 11. Ability to work effectively in team environments.
- 12. Ability to work and make decisions independently.
- 13. Strong project management skills.
- 14. Effective verbal and written communication skills.